

**INFORMATION TECHNOLOGY ADVISORY BOARD**  
**June 24, 2008**  
**MEETING MINUTES**

The Information Technology Advisory Board (ITAB) met at 10:00 a.m. on June 24, 2008, in Conference Room 116 of the Royster Building on the Dorothea Dix Campus in Raleigh. Harry E. Payne, Jr., presided.

The following ITAB members were present:

Harry E. Payne, Jr., Chair  
Randy Barnes  
Bill Golden  
Lee Mandell  
Robert Powell (represented by Gwen Canady, Deputy State Controller)  
Steve Rao  
Dan Stewart (via teleconference)

Absent:

Priscilla Dennison  
Dede Ramoneda

**WELCOME/INTRODUCTIONS:**

Chair Harry Payne opened the meeting and welcomed members and visitors.

**ADOPTION OF MINUTES:**

Upon a motion duly made and duly seconded, the Board approved the minutes of the May 27, 2008 meeting.

**MAJOR ISSUES:**

**State Portal**

The Chair referenced a letter of June 11, 2008, to the Governor from the State CIO expressing support for the Board's recommendations regarding the development of a state portal. State CIO George Bakolia said that he had not received a response to the letter because all members of the Governor's senior staff were working on the Governor's budget provisions in the Legislature. He said he would follow up with the Governor's Office and report at the Board's July meeting. The Chair stated that he and the Board were ready to assist Mr. Bakolia in any way they could.

### **Presentation by Virginia Secretary of Technology**

Steve Rao introduced the Virginia Secretary of Technology, Aneesh Chopra, who joined the meeting by teleconference. Secretary Chopra gave an overview of Virginia's portal strategy, which included three major components: (1) the governance structure; (2) a financial model; and (3) a platform for innovation.

The Commonwealth of Virginia set up its public/private partnership model in 1997, Mr. Chopra said. Each individual agency retains control over its portal content but must follow standards regarding accessibility and navigation. The portal is financed by fees collected from on-line transactions and the sale of Division of Motor Vehicle information.

Mr. Chopra said a citizen-driven approach was the key element of the strategy. One result was the creation of "one-stops" that bring together information from a variety of sources. For example, a business one-stop has information about starting or running a business.

Mr. Bakolia asked the Secretary to describe Virginia's contractual arrangements with their vendor, NIC. Also discussed were Virginia's cost for internal operating assessments and whether the original contract with the vendor included a pool of hours.

Other Board members asked for clarification on how Virginia's agencies worked together to set up the business one-stops and what other challenges North Carolina should anticipate for such an undertaking.

The Chair thanked Secretary Chopra for joining the meeting and Mr. Rao for arranging the informative discussion.

After Mr. Chopra's presentation, the Board had a wide-ranging discussion about Virginia's portal experience and the possible lessons for North Carolina.

### **E-Mail Retention**

Steve Rao provided the Board with a handout containing information pertaining to the handling and retention of e-mail, which has been a recent topic of interest in state government and the media. The Governor established an E-Mail Panel in April 2008 composed of state officials, a city attorney and former journalists to make recommendations regarding e-mail retention. The panel's recommendations included additional training for state employees and the creation of a true archiving system.

Mr. Bakolia noted that a *News & Observer* article included in Mr. Rao's presentation was incorrect in regard to state employees' deleting of e-mails. He said that 90 to 95 percent of the state's incoming e-mails are spam or viruses and should be blocked. Those numbers hold true in both the public and private sectors.

Mr. Bakolia said that an archiving system would be less expensive to establish and operate if the state had a single e-mail system, and that a discussion of the benefits of a single e-mail system had picked up momentum in the Legislature.

### **Recruitment and Retention of IT Personnel – OSP Report**

The Chair introduced Don Nattress and Pam Bowling from the Office of State Personnel (OSP) to speak about the recruitment and retention of IT employees in state government. Mr. Nattress said the turnover rate averaged 10 percent through the first quarter in 2007, and that OSP did not see any significant increase in the 2008 quarter. Nor, he said, did OSP see any trends or spikes in this area. In regard to compensation, he said that state government is slightly below the market rate. OSP will be glad to work with ITS on compensation for IT positions that require “scarce skills.”

Mr. Bakolia asked whether OSP would look at the market rates for 2008 instead of 2006 to see how the state compares with the private sector. Mr. Bakolia also recommended that OSP consider another career band for scarce skill sets.

Ms. Bowling affirmed that OSP looks at the total compensation picture when they do position comparisons. She recommended that the Board review the OSP May 2008 Compensation & Benefits Report which can be found on the OSP home page at:

<http://www.osp.state.nc.us/CompWebSite/2008%20Comp%20and%20Benefits%20Report.pdf>

It was also noted by Ms. Bowling that the legislative moratorium on banding of state jobs was still in effect.

Dr. Mandell asked if OSP could provide information about vacant IT positions. Ms. Bowling said that information would be provided.

### **ADJOURNMENT & NEXT MEETING:**

The meeting adjourned at 10:50 a.m. The next meeting is scheduled for Tuesday, July 15, 2008, at 10:00 a.m., in the conference room 264 of the Adams Building on the Dix Campus in Raleigh.